



Division:	Human Resources (HR)
Title:	Standard Operating Procedures
Procedure:	GRIEVANCE DIRECTIVE III-8, EMPLOYEE GRIEVANCE POLICY GUIDELINES
Original Effective Date:	
Revised Effective Date:	

Directive III-8, Employee Grievance Policy Guidelines

Step 1: Review by Immediate Supervisor (Note: Dismissal appeals are initially filed at Step 2.)

Appeal must be received by the immediate supervisor on the [Employee Grievance Filing Form DHHS 0660](#) within 15 calendar days from the date of the problem's occurrence or from the date the employee knew, or by reasonable diligence should have known, of its occurrence. A copy of the appeal must be submitted to the division/facility/school HR office. All appeals should bear the HR date stamp to acknowledge the receipt date. The immediate supervisor must provide a written response to employee within 5 calendar days with a copy to HR.

Appeals involving unlawful discrimination must be filed within 30 calendar days or can be directly filed with State Personnel Commission. Complaints alleging unlawful workplace harassment but not involving a grievable issue must be investigated and a written response provided by management no later than 60 calendar days from receipt of the complaint. The Division/Facility/School EEO Officer may be involved in these complaints. ([Also Refer to the Unlawful Workplace Harassment Policy](#))

Note: Alternative Dispute Resolution (ADR) is not currently a part of DHHS Directive III-8. Refer to [Mediation](#).

Step 2: Appeal to the Unit Director (Step 2 is the final appeal for written warnings. Denial of promotion based on alleged discrimination or denial of state priority start at Step 2 if decision made above the immediate supervisor's level.)

Appeal must be received by an authorized person in HR within 5 calendar days from the date grievant received the Step 1 response. The unit director must provide a written response to employee within 10 calendar days. Step 2 responsibilities may not be delegated, except for review and investigation, if necessary. If requested by grievant, the director shall meet personally or confer by telephone with the grievant before giving a written decision.

Step 3: Appeal to Secretary, DHHS

Appeal must be received by an authorized person in HR within 5 calendar days from the date the grievant received the Step 2 response. HR shall forward Step 3 appeal package to Central Office ER within 5 calendar days of receipt. The package should include the following:

1. Copy of the action appeal (dismissal letter, selection announcement, etc.)
2. Copies of prior appeals (Step 1, if applicable, and Step 2)
3. Copies of Step 1 and Step 2 decisions
4. Copies of documents proving dates of receipt of Step 1 and Step 2 decisions
5. Copy of completed DHHS Form 0660 with attachments
6. Copy of Management's Response to Step 3 Appeal (DHHS Form 0659). Mail 2nd copy to Grievant within 5 calendar days of appeal receipt.

Note: The grievance process shall be completed as follows:

- within 90 calendar days of the initial filing of a grievance of a dismissal or demotion, or
- within 120 calendar days of the initial filing of all other grievances, unless the grievant agrees to additional time.

Note: When counting calendar days, all days count including holidays and weekends. If the due date falls on a holiday or weekend, the appeal is considered timely filed on the first regular business day following the weekend or holiday.

WEBSITE RESOURCES:

DHHS Directive III-8, Employee Grievance Policy

<http://info.dhhs.state.nc.us/olm/manuals/oos/dir/man/DirIII-08.pdf>

DHHS Employee Relations, Appendix B - Employee Grievance Policy Summary

http://info.dhhs.state.nc.us/olm/manuals/dhs/pol-50/man/Pol2_ER_AppendixB1.htm

State Personnel Policy, Employee Appeals or Grievances

<http://www.osp.state.nc.us/manuals/manual99/app&grie.pdf>